

## RFP #12-006 (A): Child Welfare Substance Abuse Outreach Worker

### -III. Qualifications & Submission Requirements

6. Is the proposed project manager, the person responsible for managing the assignment or the actual employee who will be serving as the Outreach worker?

No the project manager is typically providing oversight and supervisor to the Outreach Worker who is actually providing the service.

## RFP #12-024: Volunteer Services

**Regarding recruitment of volunteers:** Should this proposal includes the costs of criminal background checks and driving records checks? Will drug tests be needed?

Since this is a requirement the agency should make allowances for this expense. There has been no drug testing involved in the past.

**Specialized Programs:** Overall, it would be helpful to have more detailed information about the programs. Is there some sort of plan or program description that I can review? How many staff people currently support these programs? Are there any resources that the staff would have access to? (i.e. volunteer recognition awards) How much training is needed for volunteers? Is it already created or does it need to be developed? How many volunteers will we be tracking and providing with support? Below is an overview of specific questions for each program:

Yes there is a short program description that can be provided. Currently one staff person support these programs. A temporary person is usually provided for help with the Share Your Christmas Program in November and December. No resources available except for the help of the social workers in making referrals. Training for volunteers can be as little as two hours. That training has already been developed but could be modified. Various components require volunteers. We use volunteers to man the telephone line at Christmas time for people to call to adopt a family for the holidays. This includes Christmas and Thanksgiving. We also use volunteers as mentors for the children referred by social workers. Our goal is somewhere around twenty.

**Computers 4 Kids Program:** How many weeks does this program run? Does this include identifying the computers, refurbishing computers, recruiting and screening children, distributing computers? How are the computers located? This program runs all year, however we do not receive computers for distribution but two to three times per year. Computers are donated to us by the County. The are refurbished by the United Way and have been distributed by DSS social work staff. Social workers recruit, screen and refer children for this program. The computers are donated by the County, therefore there is no requirement to seek out available computers. The volume for this program has been around 200 per year. A wait list must be maintained.

**Back to School Supply Drive:** How many weeks does this program run? How are the supplies identified? How are the supplies distributed? How are the families identified? This program starts in July and ends in August. Social workers again make the referrals. We have a distribution day where clients pick up book bags. Our goal is usually 300. We have previously had resources that made contributions to the program to cover the cost of the school supplies.

**Thanksgiving Dinner Program:** Who prepares the meals? How many drivers & volunteers are needed? Are the drivers reimbursed for mileage? How do you identify the participants? When are the meals delivered? Meals for Thanksgiving are usually delivered by sponsors uncooked. We have in the past used a prominent restaurant in Durham to provide and deliver cooked meals for seniors and the disabled. No reimbursement has been provided for travel. The participants are identified by DSS social workers. The meals are usually delivered the week of Thanksgiving.

**Share Your Christmas Program:** What are the functions of this program? How are the benefactors identified? Are the gifts wrapped? If no, how is that coordinated? How are the families screened? How are the gifts distributed? How many volunteers are needed? The program is designed to provide Christmas gifts for children, seniors and the disabled. Again, referrals are made by social workers of DSS. The gifts are wrapped by the sponsors. The families are identified as being in need by the social workers. The gifts are distributed either by the sponsor or brought to the agency to be distributed by the

social workers. Probably at least twenty volunteers are needed to complete the process. This includes volunteers to cover the telephones and assist with shopping and distribution.

**Big Sib Mentoring Program:** What functions need to be coordinated? How many children are served? Do they all need to be recruited or are we maintain current relationships? This program needs to be coordinated with the social workers who make the referral. The contractor will monitor all matches with a mentee and trouble shoot when necessary. We would like to serve approximately twenty children. Most need to be recruited as we do not have available big sibs for any new referrals.

**Friendly Visitor Program:** What is the structure of this program? This program is structured the same as the Big Sib program. Social workers who work with adults make referrals for a friendly visitor. The contractor will monitor the matches and trouble shoot when necessary.

**Adolescent Parenting Program:** What is the structure of this program? This program is a DSS program that uses volunteers to serve as mentors for our parenting teens. The same process holds for volunteers for this program. The contractor must screen the mentors and monitor once the mentor and the teen are matched.

**DSS Volunteer Recognition Events:** How many of these are held each year? What is the budget? What are some examples of previous events? One event is usually held to recognize the work of the volunteers for the DSS volunteer program. Example: a volunteer program was held in March for all volunteers. Refreshments were served that was by the contracting agency. This may have been a part of the contract amount given to the agency. Board members and other community partners were invited. A short program was held.

**9. Outcomes of Contract:** Who are the clients/referrals? For which programs? All clients are clients of DSS for all programs.

Under Qualifications & Submission requirements

Re: #1 Letter of transmittal (is there a specific form that should be used? Looks like the only information requested is the contact person) A standard letter is fine.

Re: #2 Statement substantiating the firm's understanding of the project objectives and task assignments. Is this simply a statement attesting to our understanding? YES Or is more detail needed? No

# 3- Explanation of your approach to or general methods used to do the work? Not sure if you are looking for staffing or philosophy.

We had developed a detailed Scope of Work document for DSS and have edited this for the RFP but unsure where exactly this fits. Seems like it would be included under #2 or # 3.

I think I am over analyzing this but want to be sure we are providing the information that DSS is asking for and just need clarification on these. This is where you will describe your approach to respond to our required Scope of Work.

Does the 20 page limit for the Bid Response include the various forms (Non-Collusion Affidavit, Application form, Conflict of Interest, etc...)? It does not include all the forms!

There were some exclusions for the 20 page limit noted (such as resume/dividers, etc...) but need clarification on whether all the forms should be included.

It sounds a little like the "Bid Response" and the "Bid Proposal" are different but want to be sure. On Page 5 there is a list of information that is to be included in the Bid Proposal and the Bid Response is listed separate from the forms. The "Bid Response" and "Bid Proposal" are one in the same.

Other forms:

- Is the "Proposal Form" (page 12 of the RFP/attachment B) the same as the "Bid Form" referenced on page 5 (lists what must be included with bid proposal) The "Proposal Form" (Attachment B – page 12) is a required form, please be sure to complete and submit. The "Bid

**Form” referenced on page 5 is referring to Addendum Acknowledgement (Attachment C – page 13) if there were any addendums then you need to acknowledge them on this form.**

- What should/would be included on the addendum Acknowledgement page 13 (Attachment C) **This is where you need to acknowledge if any Addendum(s) were issued against the RFP that you are bidding on. All Addendum(s) would be posted to our website.**
- Equal Opportunity Form- Should this be included in the RFP? Is not referenced and does not have a signature line or other agreement-type info. **No, for informational purposes only**
- Responses to the Qualifications & Submission Requirements. Should this be included separately...? This appears to be part of the Bid Response that is detailed on page 9. However, it is also listed separately on page 9. This goes to the earlier question of the whether the entire Bid proposal is limited to 20 pages and are the “Bid Response” and the “Bid Proposal” the same thing. **I’m not sure what you are asking here. Page 9 – Qualifications & Submission Requirements is simply for informational purposes only.**
- Audit Requirements Form. This appears to be related to grant funding. As I understand it, this is not a grant but rather a fee for service. Would we complete this form? **No, this form is not applicable to this RFP.**
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